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T.R.A. DOCKET ROOM

May 21, 2003

VIA HAND DELIVERY

Ms. Sara Kyle, Chairman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243

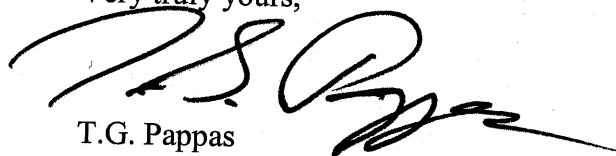
Re: *Petition of Tennessee American Water Company to Change and Increase Certain Rates and Charges So As to Permit It to Earn a Fair and Adequate Rate of Return on Its Property Used and Useful In Furnishing Water Service to Its Customers, Docket No. 03-00118.*

Dear Chairman Kyle:

Enclosed please find the original and thirteen (13) copies of the Responses to Questions 8, 10, 13 and 14 of Tennessee American Water Company to the Second Discovery Requests of the Consumer Advocate and Protection Division of the Office of the Attorney General, which we did not have at the time we filed our responses on May 9, 2003, for filing in the above-styled matter.

Should you have any questions with respect to this filing, please do not hesitate to contact me at the telephone number listed above.

Very truly yours,



T.G. Pappas

TGP/sdt

Enclosures

cc: Certificate of Service List
Mr. William F. L'Ecuyer (via facsimile)
Mr. Michael Miller (via facsimile)
Mr. Roy Ferrell (via facsimile)
R. Dale Grimes, Esq.
George Masterson, Esq.

CERTIFICATE OF SERVICE

I hereby certify (a) that a true and correct copy of Tennessee American Water Company's Responses to Questions 8, 10, 13 and 14 to the Second Discovery Requests of the Consumer Advocate and Protection Division Office of the Attorney General have been served, via the method(s) indicated, on this the 21st day of May, 2003:

- ☐ Hand
- ☐ Mail
- ☐ Facsimile
- ☒ Overnight, UPS

Michael A. McMahan, Esq.
Phillip A. Noblett, Esq.
Lawrence W. Kelly, Esq.
Nelson, McMahan & Noblett
801 Broad Street, Suite 400
Chattanooga, TN 37402

- ☒ Hand
- ☐ Mail
- ☐ Facsimile
- ☐ Overnight, UPS

Vance L. Broemel, Esq.
Shilina B. Chatterjee, Esq.
Assistant Attorney General
Office of the Attorney General
Consumer Advocate and Protection Division
425 5th Avenue North, 2nd Floor
Nashville, TN 37243-0491

- ☒ Hand
- ☐ Mail
- ☐ Facsimile
- ☐ Overnight, UPS

Henry M. Walker, Esq.
Boult, Cummings, Connors & Berry, PLC
414 Union Street, Suite 1600
Nashville, TN 37219

- ☐ Hand
- ☐ Mail
- ☐ Facsimile
- ☒ Overnight, UPS

David C. Higney, Esq.
Grant, Konvalinka & Harrison, P.C.
633 Chestnut Street, 9th Floor
Chattanooga, TN 37450


T.G. Pappas

**Interrogatories and Requests for Production
Of Documents by the
Attorney General (Second Set)
To Tennessee-American Water Company
Rate Case No. 03-00118**

8. Q. Regarding the company's response to Item 53 of the CAPD's first discovery request, provide the consolidated capital structure of American Water Works as of July 31, 2002. For each bond or note held, provide the information on a diskette or CD that can be read in ASCII or Excel:
- (a) the face amount of each long-term debt note;
 - (b) the date the note was issued;
 - (c) the date the note is scheduled to mature;
 - (d) the note's interest rate payable to the note holder;
 - (e) the number of payments made each year to the note; the earliest date the note
 - (f) can be called in by the company for early redemption;
 - (g) the unamortized balances and monthly amortization, if any, on the gain or loss if any, on reacquired long-term debt;
 - (h) the amount the company must pay to note holders in the event of early redemption;
 - (i) the amount rolled into the note for early redemption of notes that have already been retired;
 - (j) the book value of the assets pledged against the note;
 - (k) the name and business address of the company or person(s) who own the assets;
 - (l) the minimum equity ratio, TIER ratio, and any other term or condition which must be met by the company to comply with the note's covenants and indicate if the note is a senior or subordinated debt; and,
 - (m) provide the amount of equity, as a portion of total equity, attributable to stock options awarded to employees and members of the company's Board, including all executive officers.

Response:

See Attached

American Water Works Company, Inc
Consolidated Capital Structure
Consumer Advocate DR 2 Discovery Request No. 8

- 1 Bond or LTD Issue
- 2 Face Amount
- 3 Date Issued
- 4 Maturity Date
- 5 Interest Rate
- 6 No. of yearly payments made each year to note
- 7 Earliest date note can be called for early redemption
- 8 Unamortized Balances
- 9 Monthly Amortization
- 10 Gain/Loss on reacquired long-term debt
- 11 Amount Company must pay to note holders in event of early redemption
- 12 Amount rolled into note for early redemption of notes that have already been retired
- 13 Book value of assets pledged against the note
- 14 Name & business address of Co or persons who own the assets
- 15 Minimum equity ratio
- 16 TIER ratio
- 17 Any other condition or term which must be met by Co to comply with notes covenants
- 18 Indicate if note is senior or subordinated debt
- 19 Amount of equity, as portion of total equity, attributable to stock options awarded to employees and members of Co Board, including executive officers

At July 31, 2002

Bond	Bond	Bond	Bond	Bond	Bond	Bond	Total
81,000,000	45,000,000	15,000,000	6,000,000	150,000,000	297,000,000		
February 15, 1993	July 15, 1998	July 15, 1998	1A	November 6, 2001			
May 1, 2003	July 2, 2003	July 2, 2004	August 1, 2005	November 6, 2006			
7.41%	6.28%	6.32%	7.02%	4.92%			
N/A	N/A	N/A	1	N/A			
7A	7B	7B	anytime				
22,826.83	57,871.56	57,871.56	53,929.23	266,292.00	458,791.17		
2,536.31	2,411.31	2,411.31	1,498.02	5,121.00	13,977.95		
N/A	N/A	N/A	N/A	N/A			
11A	11B	11B	N/A	11C			
N/A	N/A	N/A	N/A	N/A			
N/A	N/A	N/A	N/A	N/A			
N/A	N/A	N/A	N/A	N/A			
Senior	Senior	Senior	Senior	Senior			
N/A	N/A	N/A	N/A	N/A			

- 1A Acquired as part of NEI acquisition
- 7A/11A Not subject to redemption prior to February 1, 1994. Thereafter in whole or part at option of Company upon payment of principal amount with accrued interest, plus yield maintenance premium determined five business days prior to the date of redemption.
- 7B/11B Subject to redemption in whole at any time, or in part in minimum increments of \$100,000 from time to time, at the option of the Company upon payment of the principal amount to be redeemed together with accrued interest.
- 11C Optional Prepayments can be made at anytime at an amount equal to 100% of the principal amount prepaid plus accrued interest plus a Make Whole Amount
- 17 See agreement.

**Interrogatories and Requests for Production
Of Documents by the
Attorney General (Second Set)
To Tennessee-American Water Company
Rate Case No. 03-00118**

10. Q. Regarding the company's response to Item 54, the capital structure of RWE, for each item within the category of "Provisions," please provide:
- (a) description of the provision;
 - (b) the amount; the date the provision began;
 - (c) the date the provision is expected to terminate;
 - (d) the carrying cost and interest rate RWE assigns to carrying the provision on the company's books; and,
 - (e) indicate if RWE or any of its subsidiaries are fully or partially guaranteeing any debt or financial obligations not accounted for in its consolidated statement - and provide the amounts involved and the business organization receiving the guarantee.

Response:

There are no debt issues included in the "Provisions" section.

Follow-up response requested by the AG (Provided on May 21, 2003):

- (a) description of the provision;

The provisions cover:

- pension obligations, covering post-employment benefits and employee benefits for current and former employees (13.376 million Euro).
- provisions for taxes, covering tax obligations of group companies (3.009 million Euro) provisions for nuclear waste (10.213 million Euro) and mining (2.239 million Euro), covering obligations under public law and restrictions included in operating licenses for waste management in the nuclear energy sector and risks and obligations arising from mining damage and from reclamation.
- other provisions cover primarily obligations in the personnel sector (2.338 million Euro), restructuring commitments (1.890 million Euro), purchase and sale obligations (3.457 million Euro) and contingent liabilities in the electricity sector (670 million Euro).

See the 2002 RWE Report, pages 136, 139 and 140, provided in response to item number 4 -- AG's First Data Request

**Interrogatories and Requests for Production
Of Documents by the
Attorney General (Second Set)
To Tennessee-American Water Company
Rate Case No. 03-00118**

Item 10. (continued)

(b) the amount; the date the provision began;

The provisions usually originate on the day of the specific business. Pensions are provided the first time upon entry date into the Company. Annually, service cost and interest cost are added. Nuclear provisions have been set up starting with operating our nuclear power plants. Mining provisions commence beginning with mining operations. Both provisions have been on our books for more than a decade.

**Interrogatories and Requests for Production
Of Documents by the
Attorney General (Second Set)
To Tennessee-American Water Company
Rate Case No. 03-00118**

13. Q. Please detail the reasons involved in revising the Lease Agreement (although referenced in "Rate Base Backup - Working Papers Book 2 of 2) dated June 24, 1977, amended April 26, 1978 revised in Lease Amendment No. 2 dated September 8, 1997 for 15 years beginning on June 1, 1998 and ending on May 31, 2013. Include:

- (b) A narrative explaining the reasons necessitating the 15 year extension to the lease;
- (c) All analysis provided to management before extending the lease agreement (i.e. comparing lease alternatives);
- (d) Company correspondence requesting the approval of modifications and a copy of management approval of the requested modification. Also provide copies of all correspondence with Second Century/Tallan Properties, or others involved in the modification
- (h) A detailed description of the change in cost to TAWC regarding the physical modification to the building ("which increased the Annual Rent to reflect Tenant's modifications in the plans and specifications for construction of the Leased Premises"). Provide a narrative of the reasons for the building modifications;
- (i) A detailed description of a copy of all analysis including leasing alternatives prepared and used by management lease negotiations with Tallan Properties not provided in (c) above.

FOLLOW-UP RESPONSES:

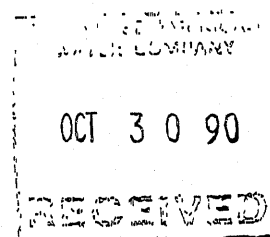
- (b) See Attached
- (c) See Attached
- (d) See Attached
- (h) See Attached
- (i) See Attached



American Water Works Service Company, Inc.

1325 Virginia Street, East • Box 593 • Charleston, West Virginia 25322 • (304) 340-0700

Dillard L. Edgemon
Regional Vice President



MEMORANDUM

TO: R. T. Sullivan
FROM: D. L. Edgemon
DATE: October 29, 1990
SUBJECT: Possible Purchase of Office Building

I have again discussed with the Board of Directors Tommy Lupton's interest in selling the building in which our office is now located. Prior to this discussion, I had asked Chris Jarrett to do a quick financial analysis to determine the impact on the revenue requirement for the next 20 years. Of course, the increase in the revenue requirement for the next 8 years would be greater; however, with the purchase, the requirement for the following 12 years would be much less than it will probably be if we either negotiate an extension to the lease in 1998 or construct a building at another location. It appears that there is absolutely no financial advantage with the purchase of the building for a cost of \$1 Million. Also, if the building was purchased, our options would be very limited during the next 20-year period.

It was the Board's consensus that no further consideration be given to the purchase of the building unless the total costs were reduced to somewhere around \$700,000 to \$750,000. There was no interest on the part of Occoquan Land Corporation to purchase the building.

DLE:vs

D. L. Edgemon

TALLAN PROPERTIES COMPANY

SUITE 1201 TALLAN BUILDING

TWO UNION SQUARE

CHATTANOOGA, TENNESSEE 37402

THOMAS A. LUPTON, JR.

423/756-0418

June 27, 1996

JUL 01 1996

Mr. Richard Sullivan
Tennessee American Water Company
1101 Broad Street
Chattanooga, TN 37402

Dear Dick:

I know that you have been patiently waiting and are somewhat anxious to get a new lease proposal for your long-term planning relative to the office building that Tennessee American Water Company leases from Tallan Properties Company. I am certainly willing to take care of your requirements in this regard. I am, however, having a difficult time trying to figure out a rental rate that would take place about two years from now. To accommodate the request of the Water Company, I have elected to disregard the difficulties of making this proposal and proceed in good faith toward a suggested new lease or an extension that I trust you can live with.

I have diligently tried to maintain your current rental rate for the next two years, which is \$6.00 per square foot. However, with the failure of the air conditioning equipment, which is going to cost Tallan Properties about \$48,000.00 immediately and, within a year, probably another \$48,000.00 for an air conditioner that sits right next to the one that has failed, holding the rate at \$6.00 would be extremely burdensome.

Both machines will probably cost about \$100,000.00. Because of these air conditioning failures and the expense of them, I would like not to hold the current rental rate but make adjustments over a period of time that reflects discounts in latter years to offset increases in earlier years.

What I am proposing is a 17 year lease at the following rentals:

<u>Lease Years</u>	<u>Rate Per Square Foot</u>
1 & 2	\$ 9.00
3 & 4	10.00
5 through 7	12.00
8 through 12	13.50
13 through 17	14.50

Mr. Richard Sullivan
June 27, 1996
Page Two

All other conditions in the current lease would remain the same.

Because time is on the Water Company's side and this proposal is given placing me in somewhat of a disadvantageous situation, I would like for you to respond to this proposal within 60 days. The lease itself could be done by simple amendment to the existing lease, which I would be happy to have Miller & Martin prepare.

I have always been proud of the fact that I could be of service to the Water Company in providing you with space over the last number of years. I think your building has served you well and trust that it can continue to do so for the foreseeable future. You are a great group of people to work with and for it I am deeply grateful. Please let me hear from you as to any questions you might have regarding this proposal. Thank you for allowing me to make it.

Yours truly,


T. A. Lupton Jr.

TALjr/yeo



Tennessee-American Water Company

P.O. Box 6338 • 1101 South Broad Street • Chattanooga, TN 37401

Richard T. Sullivan
Vice President and Manager

(615) 755-7620
Fax (615) 755-7634

August 23, 1996

T. A. Lupton, Jr., President
Stone Fort Land Company
1201 Tallan Building
Two Union Square
Chattanooga, TN 37402

Dear Tommy:

This is in response to your letter of proposal regarding a new 17-year lease for the office building at 1101 Broad Street, to replace the current lease which expires in May of 1998.

In reviewing the proposed terms, I assume that the proposal of \$9.00 per square foot for Lease Years 1 and 2 would replace the current rate of \$6.00 per square foot for the years 1996-97 and 1997-98. This would equate to an increase of approximately \$46,432 per year, or \$92,864 over the two-year period that would be incurred by the Company. This would cause us a real problem since this would not be recognized as an allowable expense by the Tennessee Regulatory Authority for ratemaking purposes. Their reasoning would be simply, that we already had an agreement on a rate through May 1998, and that if we were to agree to a higher rate, then we would have to "eat" the difference. I seriously doubt that my Board of Directors would be willing to consider the additional cost being absorbed by Tennessee-American.

It was unfortunate about the air conditioner, and the expense you had to incur to correct the problem. But, I really appreciate your prompt attention to the matter. You certainly have been an ideal landlord, and friend. I sincerely hope that we can work something out that will satisfy both our needs to continue our relationship well into the future.

Why don't you give me a call, and maybe we can continue discussions over lunch one of these days. Thanks, Tommy.

Sincerely,

Richard T. Sullivan
Vice-President and Manager

RTS/lvbs
Enclosures

MAIL TO

HAND TO

Message

Pls advise RTS

to proceed with renewing

the lease

Date

7/3

From

BtG

FORM 304

' From The Desk Of:

Bruce E. Tillotson

Bob:

I agree with Dick
on his 15-year
analysis - - -

The purchase
price requires an
initial year revenue
requirement of \$287,300
=

Kathy has the agreement

BT

American Water Works Service Company, Inc.
200 East Park Drive, Suite 600
Mt. Laurel, NJ 08054
609-778-0400
Fax: 609-439-8400

TALLAN PROPERTIES COMPANY

SUITE 1201 TALLAN BUILDING

TWO UNION SQUARE

THOMAS A. LUPTON, JR.

CHATTANOOGA, TENNESSEE 37402

423/756-0418

June 11, 1997

JUN 12 1997

Mr. Richard T. Sullivan
Vice President and Manager
Tennessee-American Water Company
1101 Broad Street
Chattanooga, TN 37402

Dear Dick:

At the outset, I would like to thank all of the people of the Tennessee-American Water Company for the relationships that have existed between my company and the Water Company over the past 15 or 20 years, and for that matter - all of my adult life. Our association, I think, has been good and I would be hopeful that it can continue for many years to come. It is a privilege for me to be of service to you in this endeavor.

You have asked that I give you a lease renewal proposal and a suggested purchase price for your consideration in determining which route you would like to take, as far as leasing versus ownership is concerned. I have thought long and hard about this particular situation, recognizing that at the expiration of a 20 year term, rental rates are naturally going up substantially from rates that were established 20 years ago. I know that the Water Company, being a regulated utility, understands these things.

I am familiar with some rental rates in our particular area. The rentals that I am going to quote are below rentals, for instance, charged on Gunbarrel Road in the Hamilton Place general area, in many cases substantially lower. They will be comparable to rentals charged by other downtown locations with the same qualities and location that you currently have. I have tried to take all of these things into consideration, as well as my long association with you and the fact that I would like for you to remain in this building.

If you elect to buy this building, the price would be \$1,700,000. Capital gains taxes influence the level of this sales price. As explained to you earlier, my letter of June 14, 1990 indicates a willingness to sell at a price of \$1,200,000. This was seven years ago almost to the day, and at that time Tallan Properties was having somewhat of a financial problem. You elected

1,700,000
@ 46.66%
16.90%
\$287,200
287,300

Mr. Richard T. Sullivan
June 11, 1997
Page Two

not to purchase the premises, which I can certainly understand, and Tallan survived its problem.

As far as a rental rate is concerned, I am suggesting a graduated rental with adjustments every few years, all the way through the lease. I am proposing a 12 year term with the rentals being allocated by year and amount as outlined in the table below:

<u>Year</u>	<u>Rate Per Square Foot</u>	<u>Annual Rental</u>
1	\$10.50	\$162,624
2	11.25	174,240
3	12.00	185,856
4	12.75	197,472
5	13.50	209,088
6	13.50	209,088
7	13.50	209,088
8	14.25	220,704
9	14.25	220,704
10	14.25	220,704
11	15.00	232,320
12	15.00	232,320

In the event you elect to renew your lease, I would suggest that it be done by amendment with a beginning date at the expiration of your existing lease, which would allow you the benefit of the lower rate for the next 11 month period, and expire 12 years from that date. All other conditions would remain basically the same as in the original lease, unless you want changes made thereto.

I trust that the above proposal is satisfactory to you and will allow you to continue, in one form or another, as an occupant of this building. I am sure you will have questions, so please feel free to call me. I trust that I can be of a continuing service to you and thank you for the opportunity to do so.

Yours truly,


T. A. Lipton, Jr.

TALjr/yeo

TALLAN PROPERTIES COMPANY

SUITE 1201 TALLAN BUILDING

TWO UNION SQUARE

CHATTANOOGA, TENNESSEE 37402

THOMAS A. LUPTON, JR.

423/756-0418

June 13, 1997

MEMORANDUM

TO: Richard T. Sullivan
Vice President & Manager
Tennessee-American Water Company

FROM: T. A. Lupton, Jr.
President
Tallan Properties Company

RE: TAWC Lease Renewal

Dick,

Do these figures look any better? Please give me your
comments whenever you can. Thanks.

<u>Year</u>	<u>Rate Per Square Foot</u>	<u>Annual Rental</u>
1	\$10.00	\$154,880
2	11.00	170,368
3	11.75	181,984
4	12.50	193,600
5	13.25	205,216
6	13.50	209,088
7	13.50	209,088
8	14.00	216,832
9	14.00	216,832
10	14.00	216,832
11	14.50	224,576
12	14.50	224,576
13	15.00	232,320
14	15.00	232,320
15	15.00	232,320

TALjr/yeo



Tennessee-American Water Company

P.O. Box 6338 • 1101 South Broad Street • Chattanooga, TN 37401

Richard T. Sullivan
Vice President and Manager

(423) 755-7620
Fax (423) 755-7634
<http://www.lawc.com>

TO: R. J. Gallo
FROM: R. T. Sullivan
DATE: June 13, 1997
RE: Office Building Lease

At your suggestion, I contacted Tommy Lupton concerning increasing the length of the lease renewal from 12 to 15 years; and do a little revision of the annual rates. Mr. Lupton was very willing to rework the figures for a 15-year lease renewal, and I am enclosing a copy of the proposed annual lease figures. Also enclosed is a copy of the letter he originally sent, with the proposal to either sell the building, or renew the lease for 12 years. In comparing the two sets of figures, the annual rental figures for the first 12 years of the 15-year lease proposal is \$50,336 less than the 12-year lease proposal. All in all, I feel that he is being very fair with us, and I would recommend that we accept the 15-year lease proposal.

Mr. Lupton, in his letter of June 11th, suggested that if we were interested in continuing to lease the building, it be done by amendment with a beginning date at the expiration of the existing lease (May 31, 1998). Therefore, I am enclosing a copy of the original lease for you and Kathy Pape to review in order to make that decision to simply amend, or change language in the lease. Again, I would recommend that we simply amend the existing lease.

I will await your comments and guidance in this matter.

R. T. Sullivan

RTS/lvbs

c: Kathy Pape

<u>Year</u>	<u>Rate Per Sq Ft</u>	<u>Total Sq. Ft.</u>	<u>Annual Rental</u>	<u>Cumulative</u>	<u>Savings 15 yr - 12 yr</u>
1	\$10.00	15,488	\$154,880	\$154,880	\$7,744
2	\$11.00	15,488	\$170,368	\$325,248	\$11,616
3	\$11.75	15,488	\$181,984	\$507,232	\$15,488
4	\$12.50	15,488	\$193,600	\$700,832	\$19,360
5	\$13.25	15,488	\$205,216	\$906,048	\$23,232
6	\$13.50	15,488	\$209,088	\$1,115,136	\$23,232
7	\$13.50	15,488	\$209,088	\$1,324,224	\$23,232
8	\$14.00	15,488	\$216,832	\$1,541,056	\$27,104
9	\$14.00	15,488	\$216,832	\$1,757,888	\$30,976
10	\$14.00	15,488	\$216,832	\$1,974,720	\$34,848
11	\$14.50	15,488	\$224,576	\$2,199,296	\$42,592
12	\$14.50	15,488	\$224,576	\$2,423,872	\$50,336
13	\$15.00	15,488	\$232,320	\$2,656,192	
14	\$15.00	15,488	\$232,320	\$2,888,512	
15	\$15.00	15,488	\$232,320	\$3,120,832	

<u>Year</u>	<u>Rate Per Sq Ft</u>	<u>Total Sq. Ft.</u>	<u>Annual Rental</u>	<u>Cumulative</u>
1	\$10.50	15,488	\$162,624	\$162,624
2	\$11.25	15,488	\$174,240	\$336,864
3	\$12.00	15,488	\$185,856	\$522,720
4	\$12.75	15,488	\$197,472	\$720,192
5	\$13.50	15,488	\$209,088	\$929,280
6	\$13.50	15,488	\$209,088	\$1,138,368
7	\$13.50	15,488	\$209,088	\$1,347,456
8	\$14.25	15,488	\$220,704	\$1,568,160
9	\$14.25	15,488	\$220,704	\$1,788,864
10	\$14.25	15,488	\$220,704	\$2,009,568
11	\$15.00	15,488	\$232,320	\$2,241,888
12	\$15.00	15,488	\$232,320	\$2,474,208

**Interrogatories and Requests for Production
Of Documents by the
Attorney General (Second Set)
To Tennessee-American Water Company
Rate Case No. 03-00118**

14. Q. Provide the location of all additional locations providing services to TAWC or affiliates in the Chattanooga area. Provide the functions (similar to (f) and (g) above in Request No. 3) performed from the location, number of square foot utilized, the number of personnel at 12/31/1997 vs. today, if the property is owned vs rented/leased.

Response:

See attached. (Additional Information Attached on May 20, 2003)

DISTRIBUTION CENTER

- #1 1500 RIVERSIDE DR. 8,262 SQ. FT.
1490 RIVERSIDE DR. 10,004 SQ. FT.
- #2 1997= 44 Employees
2003= 42 Employees
- #3 Daily efficient, reliable operation of all maintenance in the distribution system.
- #4
 - (7) Heavy Equipment Operators Operate Backhoe's and big equipment
 - (3) Utility Worker Perform maintenance and Install new services
 - (3) Clerks Do all clerical duties required in the department purchases/receipts etc.
 - (22) Truck/Driver Utility Worker Perform maintenance, install new services and drive Dump Trucks
 - (6) Operations Supervisors Plan, Organize and control all maintenance and installations in the system.
 - (1) Operations Superintendent Oversee all department maintenance, budget and all of the above duties.

We own these facilities.

METER SERVICE CENTER
7 WIEHL STREET
CHATTANOOGA, TN 37403

Square Footage of building approximately 5530 sq ft.

No. Employees 1997 28
No. Employees 2003 28

The Outside Commercial Department is responsible for meter reading, meter repair and testing, servicing customers premises, including turning water on & off, setting and removing meters, maintenance of meter boxes, etc.

POSITION DESCRIPTION

OPERATIONS SUPERINTENDENT (1)

Directs the management, development and operation of the Outside Commercial Dept.

OPERATIONS SUPERVISOR (2)

Directs the day to day operation and management of the personnel of the Outside Commercial Department

ON & OFF (5)

Turns water on & off. Removes and sets Meters. Makes minor repairs to meter settings. Investigates customer inquiries regarding high bills, leaks, etc.

METER READER (8)

They are responsible for the accurate reading and recording of over 70,000 meters each month. Reports exceptions from the field.

METER REPAIR (2)

Maintains Meter Inventory. Test and repair meters as directed. They do field testing of all meters 3" and larger and repair as needed. Set and change meters as needed.

FIELD SERVICES (2)

First response to field emergencies including main breaks, burst meters, customer leaks, etc. Provide service until midnight, 7 days a week.

OUTSIDE COMMERCIAL CLERK (2)

Provide field support including dispatching to field personnel. Maintains meter information. Prepares statistical data as needed.

FIELD REPRESENTATIVE (6)

Trained in all of the above classifications. Works any assignment as needed.

Meter Service Center is located on property adjacent to production facilities. Constructed in 1987 and is a Company owned facility.

Production/Water Quality

1. Lab and chemical building-8,272'
Citico pump station- approximately 10,000'

2. 1997 Production Employees with total 21:

Production Superintendent (1)
Production Supervisors (2)
Master Maintenance (2)
Maintenance (6)
Citico Operators (4)
Laborers/Laborer Relief (5)
Senior Clerk II (1)

1997 WQ Employees with total 11:

Water Quality Superintendent (1)
Water Quality Supervisor (1)
Chemists (4)
Lab Worker (1)
Filter Plant Operators (4)

2003 Production Employees with total 16:

Operations Superintendent (1)
Operations Supervisor (2)
Master Maintenance (3)
Maintenance (4)
Laborer/PT in Training (1)
Laborer/Laborer Relief (4) {3 positions filled; one currently open}
Senior Clerk (1)

2003 WQ Employees with total 9:

Water Quality Superintendent (1)
Lab Analyst (3)
Lab Worker (1)
Process Technicians (4)

3. Production- This department is responsible for the pumping and treatment of all water; maintenance of plant; booster stations and tanks; Grounds keeping/housekeeping of plant and boosters.
Reports; Budgets; Capital improvements; Security; Waste Residuals; Treatment Chemicals; Purchasing/Receiving.

Water Quality- Responsible for water treatment and testing; Regulatory monitoring; Reports; Budgets; Customer Inquiries; Waste Residuals; Treatment Chemicals; Purchasing/Receiving.

4. Operations Superintendent (1): Oversees continuous, efficient operation of the treatment plant and remote facilities; Budgeting; Security; Required Reporting.

Operations Supervisor (2): Responsible for the direct work supervision, scheduling, and payroll of the union staff.

Master Maintenance (3): All plant and remote facility maintenance as assigned with emphasis on electronic and computer repair.

Maintenance (4): All plant and remote facility maintenance as assigned.

Laborer/PT in Training (1): General laborer tasks with apprenticeship towards operations certification.

Laborer/Laborer Relief (4) {3 positions filled; one currently open}: General laborer tasks with the relief filling in as needed as process technician.

Senior Clerk (1): Accounting tasks; payroll; vehicle maintenance logs; assists with required operational reports.

2003 WQ Positions with total 9:

Water Quality Superintendent (1): Responsible for the operation of the laboratory and water quality monitoring; Reports; Budgeting; Purchase Approval; Customer Inquiries; Treatment Chemical Inventory; Residuals Management.

Lab Analyst (3): Collection and analysis of water and waste residuals; Customer Inquiries; Purchasing/Receiving; Equipment Calibration; Reporting; Treatment Chemical Testing; Media and Reagent Preparation; Laboratory Housekeeping

Lab Worker (1): Collection and analysis of bacteriological samples; Reporting; Laboratory Housekeeping.

Process Technicians (4): Water treatment; Pump Station Operations; Remote Booster/Tank Operations; Process Water Collection and Testing; Monitor Security Systems; Respond to calls from Call Center.

5. All facilities are owned.